

PRIVACY POLICY FOR TAILORGROW

Last Updated: February 5, 2026

TailorGrow ("we," "us," or "our") is committed to protecting the privacy of our users. This Privacy Policy explains how we collect, use, and disclose personal information in compliance with the British Columbia *Personal Information Protection Act* (PIPA) and the Canadian *Personal Information Protection and Electronic Documents Act* (PIPEDA).

1. INFORMATION WE COLLECT

- **Account Information:** Name, email address, and password.
- **Profile Data:** English proficiency levels, learning preferences, and progress scores.
- **User Content:** Text or articles you upload for AI transformation.
- **Payment Data:** If applicable, billing information is processed by third-party providers (e.g., Stripe) and is not stored on our servers.

2. HOW WE USE YOUR INFORMATION

- To provide and personalize the AI-driven learning experience.
- To allow Educators to monitor the progress of linked Learner accounts.
- To communicate with you regarding account updates or support.
- To improve our AI algorithms and platform functionality.

3. DATA SHARING AND DISCLOSURE

- **AI Processing:** We use third-party AI service providers to generate learning materials. Content uploaded for processing is sent to these providers but is handled according to strict data privacy standards.
- **Legal Requirements:** We may disclose information if required by Canadian law or in response to valid legal requests by public authorities.

4. DATA STORAGE AND SECURITY

Your data may be stored on servers located outside of Canada (e.g., in the United States). By using the Service, you consent to this cross-border transfer. We use industry-standard encryption and security measures to protect your data from unauthorized access.

5. DATA RETENTION AND DELETION

TailorGrow only retains your personal information for as long as your account is active or as needed to provide you with the Service.

- **Retention Period:** We store your account data, vocabulary lists, and progress history for the duration of your membership. If your account remains inactive for more than 24 months, we reserve the right to delete your data after providing notice to your registered email address.
- **User Deletion Rights:** You have the right to delete your account and all associated personal data at any time.
- **How to Delete:** You can initiate a deletion request through the "Delete Account" option in your App Settings or by emailing us at hello@tailor-grow.com with the subject line "Data Deletion Request."
- **Processing Time:** Once a request is received, we will delete your personal information from our active databases within 30 days, except for data we are legally required to retain (e.g., tax/billing records for Stripe) or data that has been fully anonymized.

6. YOUR RIGHTS AND ACCESS TO PERSONAL INFORMATION

Under BC PIPA, you have the right to:

- Access the personal information we hold about you.
- Request the correction of inaccurate information.
- Withdraw your consent to data processing (though this may result in the inability to use the Service).

7. COOKIES AND TRACKING

We use cookies to maintain your session and remember your preferences. You can disable cookies in your browser settings, but some features of TailorGrow may not function correctly.

8. CONTACT OUR PRIVACY OFFICER

If you have questions or wish to exercise your data rights, please contact our Privacy Officer:

TailorGrow Email: hello@tailor-grow.com